

YOUR RIGHTS AND RESPONSIBILITIES AS A MATERNAL INFANT HEALTH PROGRAM PARTICIPANT

Michigan Department of Health and Human Services
Maternal Infant Health Program

If you have a question, complaint or concern about your Maternal Infant Health Program (MIHP), please speak up. Feel free to take any of the following actions:

1. Call or write to your MIHP. If you call, ask to speak to the program coordinator. Often, the coordinator can help immediately.
2. If you are not satisfied with the coordinator's response, or you do not wish to take your concern to the coordinator, call the Michigan Department of Human Services (MDHHS). The number is 833-644-6447. Say that you have a concern about your MIHP and someone will help you. If you would rather send an email, the address is mihp@michigan.gov.
3. You may be enrolled in a Medicaid Health Plan. If so, you also have the option of contacting them with questions or concerns about your MIHP. Look for your Health Plan's contact information in your Member Handbook.

As a MIHP participant, you have the right to:

- Choose your MIHP.
- Be treated with respect at all times.
- Receive quality care.
- Transfer to a different MIHP.
- Be fully involved in all aspects of your care.
- Refuse any services you do not wish to receive.
- Get help with any special communication needs you may have.
- Have your confidentiality protected, as required by law.
- Use your MIHP's grievance procedure, contact MDHHS or your Medicaid Health Plan to resolve your concerns.

As a MIHP participant, you have the responsibility to:

- Keep your appointments to the best of your ability.
- Let the MIHP staff know ahead of time if you can't keep an appointment.
- Ask questions if you don't understand something.
- Let your MIHP staff know how they can serve you better.
- Treat your MIHP staff with respect at all times.

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